



As the Customer Service Manager, you will be responsible for leading the European customer service team across all business channels, while supporting the operations manager. As the lead to this dynamic team, you will supervise the daily responsibilities while determining the escalation requirements for regional departments such as Logistics, Sales, Credit and IT.

Some of What You'll Do:

- Develop new customer service processes, policies and procedures for wholesale and DTC channels.
- Manage and motivate team, supervising their daily tasks, ensuring efficient and effective customer care and customer satisfaction through a positive and proactive attitude
- Support Area Manager and Sales Agents on systems and procedures, ensuring the team provides merchandising guidelines and product training
- Manage the collection of customer sales orders
- ensure regular contact with the warehouse to resolve shipment issues and discrepancies, providing the team with all the relevant information
- Manage analysis and reports to superiors on all relevant matters

Some of What You'll Need:

- Proven track managing a customer service team (at least 2 people) in the fashion industry
- Fluent in English with high level skills in communication (writing and speaking)
- Proven track of new process, procedure, and policy implementation
- DTC customer service experience
- ERP experience and web order entering and POS system (NuOrder, Shopify)
- Previous experience of working in a subsidiary of a North American organization a major asset
- Experience working in a fast-growing environment an asset
- German and other language a plus

Some of Who You Are:

- Flexible with creative problem-solving skills
- Hands on attitude
- Positive leadership style
- Organized and a strong multitasker